



IT Specialist 1 – Help Desk Information Services Olympia, Washington

This is a non-permanent position anticipated to last for up to six-months.

Compensation: Range 44 \$2,730 – \$3,484 (DOQ)

Closing Date: Open Until Filled

Note: This recruitment will be open until filled. The hiring authority reserves the right and may exercise the option to make a hiring decision at any time. *Candidate evaluation will be ongoing, and it will be to the applicant's advantage to submit materials as soon as possible.*

Mission & Vision

The Department of Licensing (DOL) is an agency that protects the public safety and welfare in all areas we license and regulate, and ensures the fair, timely and efficient collection of state revenue. We are surprisingly innovative, setting new standards of excellence in customer service, consumer protection and public safety. Nearly every Washington State resident interacts with DOL in some way through driver licensing, vehicle or vessel tabs, or for professional business licenses. The Department of Licensing employs more than 1,200 people in over 60 locations statewide. To learn more about our agency, please visit our website at www.dol.wa.gov.

Position Objectives & Responsibilities

This position performs Help Desk functions for the Department of Licensing. Responsibilities include phone, Email, and walk-in customer support for all hardware and application problems a customer might have. Installing hardware, and software that is off the shelf as well as custom applications developed by or for the Department. Keeping the inventory up to date with equipment changes. Creating, maintaining, and using standardized documentation for work performed by the Help Desk.

Desired Education, Experience, and Competencies

- Proven ability to install, configure and test system software, hardware and peripherals
- Accountability
- Coaching and mentoring skills
- Communication skills
- Confidentiality
- Customer Focused
- Knowledge of Network Systems
- Knowledge of Operating Systems
- Resourcefulness in problem solving

Compensation

This position is in the General Government Service with monthly compensation of \$2,730 - \$3,484 depending upon qualifications. We offer a solid benefit package that includes a state retirement plan, deferred compensation, 11 paid holidays, paid vacation and sick leave, and a full array of health, dental, life, and long-term disability insurance coverage. This position is covered under the WFSE bargaining unit and as a condition of employment you will be required to become a member or pay a fee as outlined in the Master Agreement.

Prior to any new appointment in to DOL, a background check may be conducted.

Application Procedure

E-MAIL responses are preferred. E-mail will be the method of communication throughout this recruitment.

E-mail materials to: HRrecruit@dol.wa.gov and indicate in the subject line of your e-mail correspondence: 05-172G ITS1-Help Desk. Initial screening will be based on all of the application materials requested below.

- A letter of interest describing your knowledge, skills, and abilities as they relate to the criteria outlined in this recruitment announcement.
- A completed Washington State Application, located at <http://www.dop.wa.gov/Resources/Forms/>
- A list of three professional references, with current telephone numbers and addresses; and
- How you became aware of this recruitment.

Note: The candidate pool certified for this vacancy may used to fill other similar ITS vacancies within the Department of Licensing for up to six months from the certification date.

If necessary, hard copies may be mailed to:

Human Resources Office
Attn: #05-143G – ITS1 Help Desk
Department of Licensing
PO Box 6007
Olympia, Washington 98507-6007

Persons with a disability who need assistance in the application process or those needing this announcement in an alternate format may call (360) 664-1510 or TTY (360) 664-9492. The Washington State Department of Licensing is an equal opportunity employer and encourages all qualified persons including disabled and Vietnam era veterans, women, racial and ethnic minorities, people with disabilities and persons over 40 years of age to apply.